CHILD SUPPORT EMPLOYER ELECTRONIC FUNDS TRANSFER PROCESS AND PROCEDURES

Note: Please DO NOT use your browser's back and forward options to navigate this application. Use the buttons provided in the application.

Step #1 - COMPLETE EMPLOYER INFORMATION 'DETAILS'

In the Process box, select the 'Details' link. The 'Maximum Single Debit Amount' is a safeguard amount set by the employer. Payments cannot be created for more then the set amount.

Step #2 - COMPLETE EMPLOYER INFORMATION 'BANK ACCOUNT'

In the Process box, select the 'Bank Account' link. Payments cannot be processed until a bank account has been entered and the six day prenote process has been completed.

Additional accounts may be added if needed.

Step #3 – 'ADD' EMPLOYEE INFORMATION

In the Process box, select the 'Add' link in the Employee Information area. Your **employee's 'Social Security Number' and 'Remittance Identifier' are required**. This information may be obtained from the Order/Notice to Withhold Income for Child Support (Income Withholding Order) that was issued to your business.

The remittance identifier is located on the second page of the income withholding order above the wording 'Send check to'. North Dakota's remittance identifier is always a number, and at the current time does not exceed 6 digits. Each person known to the Child Support computer system has been assigned a specific number. This number is used to distinguish one 'Jeff Olson' from another 'Jeff Olson'. For the purpose of non-custodial parents who are under income withholding, this is referred to as the 'remittance identifier' when remitting a payment to North Dakota's SDU. If you are unable to determine the correct number, contact the Employer EFT Administrator at one of the numbers provided at the bottom of this document.

The Child Support computer system maintains the current and all known alias names for all individuals involved in a child support case. The name that displays is the current name known to the computer system. It is possible that your employee has married and changed names, or divorced and gone back to a former name. You may know of a more current name than the child support computer system. If you have any questions, call the Employer EFT Administrator to verify that you are adding the correct individual.

The **amount to be withheld each pay period** is calculated for you on the second page of the income withholding order. If you withhold a lower amount, the website will provide a page to record the reason for the difference, and forward that information to the worker assigned to the case. If you receive an amended income withholding order for child support, you may select the 'Edit' link in the Action box to update the Income Withholding Amount to be Withheld Each Pay Period.

The Employee Eligible to Receive or Purchase Health Insurance through the Employer field should be marked as yes if the employee has dependent or family health insurance coverage available through the employer's plan. If the availability of health insurance changes, you may update using the 'Edit' link.

Once an **employee is no longer employed** with your business, you may change the Status to inactive. This option was created to help employers search for only active employees. The 'Edit' link may also be used to change the Status.

You may mark **employee as terminated**, by using the 'Edit' link. When marking an employee as 'terminated,' State law at NDCC 14-09-09.16(9) provides that "The income payer shall notify the public authority in writing of the termination of a duty to pay income to the obligor within seven business days of the termination. The notification must include the name and address of the obligor's subsequent income payer, if known." Page 5 of the income withholding order that is issued to the employer provides TERMINATION NOTIFICATION: You must promptly notify the payee when the employee/obligor is no longer working for you. Please complete the information requested and return a copy of this order/notice to the agency listed below. As stated on this page of the website, you have a choice whether to provide the termination information via the web page or by sending it in another manner, such as by mail, email, or fax. Upon receipt of the information you provide, the assigned worker will look for another employer for the obligor, or will issue an income withholding order to the obligor's new employer.

If an employee was added in error or is no longer employed with your business, you may delete that employee using the 'Delete' link in the Action box on the employee list.

Step #4 - CREATING PAYMENTS

Your bank account must be in ACTIVE status to create payments.

You must remit the income withholding payment within 7 business days of the pay date of withholding.

Select 'Payment' link in the Process box and then click on the 'Add Payment' button to create payments.

- **A.** Click on the 'Select' box of the bank account you are requesting to be debited.

B. Enter in the Payroll Date that pertains to this payment.

C. Enter the Process Date (date your account will be debited).

(1.) The payment will be processed after 9:00pm on business days

- Changes or cancellations to payments may be done until 9:00 PM on the designated process date.

(2.) The Process Date cannot be prior to today's date.

D. Select 'Continue' button to proceed.

E. Click 'Select' box to choose employee(s) for entered Payroll date.

(1.) Click 'Continue' button.

(2.) Select the 'Edit' link in the 'Action' box to change the withheld amount on the necessary employee(s).

- Make necessary changes and click on the 'Update' button.

(3.) Review payment information.

(4.) Click on 'Authorize Payment' button, if information is correct.

(5.) Review the payment to ensure the payment status is Authorized, not Saved.

Once a payment has been processed, both the primary and secondary contact people will receive notification via email.

You may also copy a previously created payment using the '**Copy**' link that is located in the Action box of every payment. Follow the same steps for the 'Add' link listed above. Once you reach step E you may make any changes to the employees by following the steps above or you may select 'Continue' button if no changes are necessary.

If a **payment is only 'saved' and not 'authorized**', the primary and secondary contact people will receive an automatic email from the Employer EFT Administrator the morning after the payment's 'process date' if the payment has not been authorized.

Each payment is separately authorized to give the employer the flexibility of having one employee set up the payment, and a different employee, perhaps the supervisor, authorize the payment to be processed. There is nothing in the system; however, that prevents the same employee from both setting up the payment and authorizing it to be picked up by Child support. The 'Authorization' feature also allows you to set up **payments for future months**, but only authorize them to be processed when the actual payroll for the business is being processed.

If the **payment is less then the court ordered amount**, you will be presented with a separate web page when setting up a payment. The law at NDCC 14-09-09.16-6 provides that if the payment being withheld from the employee's income is in an amount that is less than the ordered amount, such payment "must be accompanied by a written calculation disclosing any of the obligor's income and disposable income which is payable by the income payer." Providing this information on the separate web page simplifies compliance with the state requirement, and notifies the worker. You have the ability to provide this information via another method, if you choose.

You **control the date of the debit**, as you are required to enter the 'Process Date' for each payment. At 9:00 PM on the process date, the payment information on the website will be uploaded to the Child Support computer system. The following morning the debit transaction will be sent by the Child Support computer system to the Federal Reserve System. The next morning your account will actually be debited. So the debit occurs two days after the process date. As neither the Federal Reserve System nor the Child Support program work on weekends, the 'two days' referred to means two working days. The following chart may be of help in interpreting this information.

Process Date (the date your authorized payment is locked at 9:00 PM by the Child Support program, and uploaded to the Child Support computer system).	Child Support sends the debit file to the Federal Reserve System	Your account is debited
Monday	Tuesday	Wednesday
Tuesday	Wednesday	Thursday
Wednesday	Thursday	Friday
Thursday	Friday	Monday
Friday	Monday	Tuesday
Saturday	Tuesday	Wednesday
Sunday	Tuesday	Wednesday

If you **discover an error after a payment has been processed**, call the Employer EFT Administrator as soon as the error is discovered. The Employer EFT Administrator will determine whether the funds debited from your account can be returned to you via paper check, or whether some other solution must be pursued. You also have the ability to delete an entire payment that has been entered in error, if the deletion is completed before 9:00 PM on the payment's process date.

The **payment is uploaded to the Child Support computer system** on the same day that it is debited from your account. Following overnight processing, the payment is ready to be forwarded to the custodial parent the following morning. Custodial parents will receive their payments via direct deposit into their bank accounts, or EPC (Electronic Payment Card). The payment will be direct deposited into his/her bank account two business days after it has been deducted from your bank account.

Process date	Your account is debited	Child Support account is credited with the payment	Payment forwarded to the custodial parent
Monday	Wednesday	Wednesday	Thursday
Tuesday	Thursday	Thursday	Friday
Wednesday	Friday	Friday	Monday
Thursday	Monday	Monday	Tuesday

Process date	Your account is debited	Child Support account is credited with the payment	Payment forwarded to the custodial parent
Friday	Tuesday	Tuesday	Wednesday
Saturday	Wednesday	Wednesday	Thursday
Sunday	Wednesday	Wednesday	Thursday

If there **are insufficient funds in your account**, the Child Support program will automatically attempt to debit your account on the next business day. If the second debit is unsuccessful, your account on the website will be suspended. The Employer EFT Administrator will also contact your business concerning resolution of the payment.

The **website retains a history of all payments within the last 180 days**, both those that have already been processed and those for which the 'Process Date' has not yet been reached. You can inquire on the details of all previously entered payments.

If you have questions or concerns, please contact the Employer EFT Administrator at 328-3339 (local Bismarck area), 1-800-251-8685 (state-wide in North Dakota), 1-800-231-4255 (nation-wide) or email to: soeft@nd.gov. The Employer EFT office is located in Bismarck, North Dakota and is open from 8:00 AM to 5:00 PM Central Time.